

# Pacific's Help Desk keeps Sailors & Marines in Touch with Loved Ones

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Advancements in technology were taken to new heights by means of web access and e-mail miles away from home. The routine mail call that many "salty dogs" were used to is long gone. Instead, it is replaced by the daily routine of opening up our e-mails and going straight to browsing the inbox for messages from our loved ones. Even the routine of reading the newspaper while drinking coffee on the front porch or mess decks is becoming extinct.

Ever wonder how our mighty U.S. Navy vessels receive connectivity for e-mail and web browsing while away from the pier? That's where the Pacific Region Network Operations Center steps in. PRNOC is the Internet service provider for the Pacific fleet providing e-mail services, web access, web hosting, firewall services and classified messaging service. PRNOC also provides support to regional Network Operations Centers across the Pacific.

"We are the Pacific Fleet's trouble call desk for anything email and internet related," says CTOC(SW/AW) Lisa Albrecht, division officer/leading chief petty officer. "The NOC is always ready to help and get the ships back online when something goes wrong; we know how important network connectivity is to the fleet."

PRNOC is manned by 56 military, two civilians, and 25 contractors. The PRNOC watch center is on a 24/7 watch rotation. There are five watch standers in

each watch team. The watch center is responsible for answering trouble tickets from the fleet.


"I love this job, I feel like I have been given an unparalleled responsibility to make sure that the ships can do their mission," said IT3 Ryan Sullivan. "The work is hard, but I like the challenges, besides, I look forward to going to the beach on my off days so I work hard and play hard."

PRNOC provides initial diagnosis of general network problems at both the ATM and IP level. Upon receipt of trouble tickets, NOC watchstanders work with the fleet to detect and fix network

problems. PRNOC has login access to the routers and switches to aid in rapid restoration and minimize down time.

"I joined the Navy to be around professional communicators. My shipmates and the equipment I work with are evidence of the professionalism and I wouldn't trade it for anything else," said ITSN James Landis. "I feel

important here because my skills are needed."

Thousands of Sailors and Marines onboard ships in the Pacific keep in touch with their loved ones through e-mail. It definitely beats the waiting for the next mail call. For most Sailors, e-mail serves as our "caffeine." A dose of good news through e-mail in the morning keeps us going through the day, even if the deployment is going on to the 5th month. Next time you step aboard your ship and check your e-mail, thank PRNOC for keeping you in touch with your loved ones when you are miles away from shore. 



*ITSN James Landis logs in and checks one of many daily trouble tickets that PRNOC receives.*